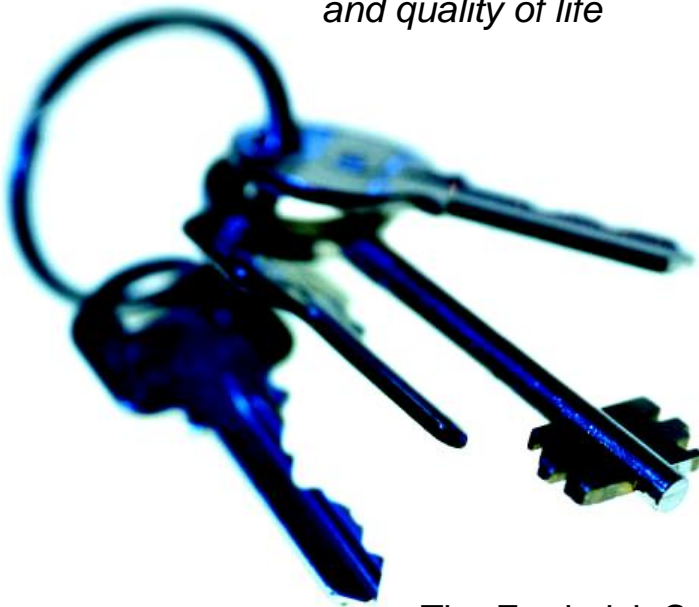


# KEYS to Independence

*Service Agencies in Frederick  
County that help those with  
disabilities obtain independence  
and quality of life*



The Frederick County  
Commission on Disabilities

Revised 2009

- *Arthritis pain diminished after swimming in a heated pool.*
- *Knowing whom to turn to if your loved one with Alzheimer's has wandered off.*
- *Respite care for a loved one so you can have a restful weekend.*
- *Living in your own apartment with supportive help.*
- *Working in a meaningful job with help from a job coach.*

*To an individual with a disability and their family, these activities are not taken for granted. But knowing the agencies to turn to and the many services they provide is not an easy task. The purpose of this booklet is to list the resources for individuals with disabilities and to provide keys to an independent life.*

Agencies in Frederick County are listed in alphabetical order, followed by a partial list of Maryland agencies and some at the national level. Contact information, population served and services provided are included for the agencies. This booklet is meant to be an ongoing endeavor as we continue to collect information and new agencies are formed.

This booklet was put together by the Frederick County Commission on Disabilities. This commission was created in 1994 to advise the Frederick County Board of County Commissioners on matters regarding compliance with the Americans with Disabilities Act (ADA) and related legislation. One objective of the commission is to facilitate the utilization of all resources available to people with disabilities. Please use this Keys to Independence booklet to find services that will help you obtain independence and quality of life.

Revised and Updated: May 2009

The Frederick County Commission on Disabilities  
301-600-1793 or MD Relay 711 or [www.FrederickCountyMD.gov/fccod](http://www.FrederickCountyMD.gov/fccod)

### **Board of County Commissioners of Frederick County, MD**

Jan H. Gardner, President  
David P. Gray, Vice President  
Kai J. Hagen  
Charles A. Jenkins  
John L. Thompson, Jr.

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The information in this booklet was obtained from the agencies or their websites. The Frederick County Commission on Disabilities does not assume responsibility for the data nor does it make a representation concerning the level or quality of service provided by any agency listed in this booklet. If you would like your agency to be included in the next booklet, please contact the Commission on Disabilities at 301-600-1793.

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# ***Frederick County Agencies***

## **Abilities Network**

5300 Westview Drive, Suite 408  
Frederick, MD 21703  
Phone: 301-695-9505  
Toll-free: 1-800-394-9504  
TTY: 1-800-535-2258  
Website: [www.abilitiesnetwork.org](http://www.abilitiesnetwork.org)

### ***Mission Statement:***

To provide customized services to children, adults and families of differing abilities that focus on one-on-one supports to foster broadened, more inclusive communities through education, training, and advocacy.

### ***Population Served:***

Individuals of all ages with disabilities and their families.

### ***Services Provided:***

Community and Employment Partners: Provides services designed to support adults with disabilities to live and work as independently as possible in their communities. Community Partners supports individuals interested in living independently to gain the life skills essential for success. Employment Partners supports individuals in finding a job that fits their individual needs and skills.

Epilepsy Services: Supported by the Epilepsy Foundation of the Chesapeake Region. Serves individuals, families and the greater community with epilepsy education, information and referral services, assistance with medical issues, advocacy, support groups and scholarship support.

Project ACT (or All Children Together): Helps families, childcare professionals and other education and service agencies to collaborate in successfully including children of all abilities in community settings.

Support Services: A family-centered service which focuses on the unique needs and preferences of adults and families of a child with a disability. Participants are encouraged to be involved in community life in the broadest sense. Assistance is provided to become active in planning, designing, accessing and evaluating services. Information and resources are provided to assist with meeting everyday needs that will reduce stress and prevent crises.

### ***Application Process:***

Varies depending on service. Call for information.

## **Alzheimer's Association, Greater Maryland Chapter**

108 Byte Drive, Suite 103  
Frederick, MD 21702  
Phone: 301-696-0315  
Help Line: 1-800-272-3900 (24/7)  
Website: [www.alz.org/maryland](http://www.alz.org/maryland)

### ***Mission Statement:***

To eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health.

### ***Population Served:***

Individuals with Alzheimer's disease and related memory disorders, their families and care providers.

### ***Services Provided:***

Information and Referral: Alzheimer's 24/7 helpline, Alzheimer's website, lending libraries, Alzheimer's newsletter.

Care Consultation: Family Care Coordination Program (Frederick County only) and the Kirkland Grant.

Safe Return Program: 24-hour a day program that assists in the event of a wandering incident, along with training for law enforcement officers and EMT.

Education: Family and professional caregiver conferences and community education.

Support Groups: Offered for caregivers, spouses and individuals with early-stage Alzheimer's disease. Meetings are open to the public and are held monthly for one and one-half hours.

Advocacy: For persons affected by dementia.

Funds: For research.

### ***Application Process:***

Call or visit the Alzheimer's Association office.

## **Anthony's Answer Disability**

Anthony Kelly  
Phone: 301-663-0161

### ***Mission Statement:***

Not Applicable

***Population Served:***

People who have disabilities and need accessible transportation.

***Services Provided:***

Privately owned company that provides accessible transportation throughout most of Maryland and lower Pennsylvania. Van can accommodate one person who uses a wheelchair and one additional rider. Rates vary depending on destination.

***Application Process:***

Please call to schedule reservation.

## **The Arc of Frederick County**

620-A Research Dr.  
Frederick, MD 21703  
Phone: 301-663-0909  
TTY: 301-663-0936  
Website: [www.arcfc.org](http://www.arcfc.org)

***Mission Statement:***

To provide advocacy, access to resources, and assistance in increasing individual and family connections for people with developmental disabilities. Seeks creative solutions to help people with developmental disabilities attain their goals.

***Population Served:***

Individuals with developmental disabilities who live in Frederick County.

***Services Provided:***

The Arc of Frederick County provides individually designed vocational and community support services based on each person's desires and dreams. Services vary depending on individual goals. Examples include: acting as a funding conduit to allow individuals to employ their own staff, facilitation of a variety of support groups, transition planning from school to the adult world, and futures and estate planning. The Arc supports people to be active, contributing members of their communities.

***Application Process:***

Contact Jennifer Blakeslee or Aaron Stephens at 301-663-0909.

## **Arthritis Foundation/Western Maryland Branch**

22 South Market St.  
Frederick, MD 21701  
Phone: 301-663-0303  
Website: [www.arthritis.org](http://www.arthritis.org)

### ***Mission Statement:***

To improve lives through leadership in the prevention, control and cure of arthritis and related diseases.

### ***Population Served:***

Individuals with any of the 100-plus conditions that affect the musculoskeletal system and specifically the joints and that cause pain, stiffness, inflammation and damage to joint cartilage and surrounding structures. Some types of arthritis are: osteoarthritis, rheumatoid arthritis, gout, ankylosing spondylitis, juvenile arthritis, systemic lupus erythematosus (lupus), scleroderma, and fibromyalgia.

### ***Services Provided:***

Information and Referral Phone Line: (Mon-Fri; 1-800-365-3811): For questions about arthritis, medications, exercise, pain management or a physician referral list for your area.

Arthritis Foundation Aquatic Program: A recreational program conducted in a heated pool. Program participants are led by trained personnel through a series of specially designed exercises which can help improve joint flexibility and can also help to relieve pain and stiffness. Held at: Frederick County YMCA; Homewood at Crumland Farms (Residents Only); Country Meadows of Frederick (Residents Only); Mount St. Mary's College.

Arthritis Foundation Exercise Program: A group recreational exercise program designed specifically for people with arthritis to increase joint flexibility and range of motion, and to maintain muscle strength. Held at Frederick County YMCA.

### ***Application Process:***

Call for information.

## **Community Living, Inc.**

620-B Research Drive  
Frederick, MD 21703  
Phone: 301-663.8811  
Website: [www.communitylivinginc.org](http://www.communitylivinginc.org)



***Mission Statement:***

To provide homes and support services throughout the community for persons with developmental disabilities.

***Population Served:***

Individuals with disability levels ranging from semi-independent to those with severe to multiple disabilities.

***Services Provided:***

Full Residential Services: Homes are within our communities with staff on duty for all hours that the individuals are in the home. There are no more than three people in a home. Services provide training and an active social and recreational life.

Independent Support Services (ISS) and Community Supported Living Arrangements (CSLA): Outreach programs that support individuals with developmental disabilities who want to live on their own, rather than in a group home with full-time staff. Drop-in assistance is provided to help these individuals enhance their development of skills and to assure appropriate health and safety conditions. Support is also provided to assist these residents in becoming more involved in their community's opportunities for social and recreational activities.

Retirement Our Way (ROW): A day program created specifically for seniors with developmental disabilities. The program is based at the Community Living office in Frederick, but participants routinely travel all over town and the county for various activities and events. ROW seniors attend public functions and participate in county senior programs. They get involved in arts and crafts, woodworking, gardening, picnics, field trips, bingo, bowling, golfing, cooking, exercise programs, mall walking, eating at various restaurants, and fishing. They shop, get manicures, get their hair styled, visit nursing homes, go out for coffee, and enjoy guest entertainers and volunteer companions. A nurse is always on duty at Community Living, and oversees regular monitoring of senior vitals as a part of the ROW program. These nurses also arrange doctor appointments and oversee administration of all necessary medications. The Retirement Our Way Our day program operates from 9 a.m. to 3 p.m. Monday through Friday. The fee is \$65 per person per day (financial assistance may be available). Schedules are personalized for individual needs and desires (some of our seniors attend just one or two days per week). Transportation can be provided for an extra fee.

***Application Process:***

Request an application form from the office. Upon receipt of an application for services, an appointment will be arranged to meet with the applicant and/or his or her family or representative in order to answer questions and review the application. To be eligible for services, an applicant must: be eligible for a government-funded placement; have an etiology of developmental disabilities; not presently be able to function in a less restrictive environment; must endorse the Community Living mission and philosophy.

## **Communication Service for the Deaf, Inc. (CSD)**

452 Prospect Blvd.  
Frederick, MD 21701  
Phone: Voice: 800-713-6270  
TTY: 301-695-1109  
Fax: 301-695-6859  
Website: [www.c-s-d.org](http://www.c-s-d.org)

### ***Mission Statement:***

To provide effective leadership, education, advocacy and programs to reduce barriers to the social, economic, educational, cultural and intellectual well-being of deaf and hard of hearing Marylanders and their families, friends and colleagues.

### ***Population Served:***

Deaf and hard of hearing children and adults; American Sign Language interpreters; hearing adults and children, and deaf and hard-of-hearing minorities including African American, Hispanics and Asians.

### ***Services Provided:***

Information and referral; interpreting services and online interpreting; CPR/first aid training; ASL training; training for teachers and interpreters; health information seminars; internship and volunteer opportunities; and a Deaf Senior Citizens program. A wide array of community education programs are offered including literacy classes and tutorial services.

### ***Application Process:***

Not applicable.

## **The Division of Rehabilitation Services (DORS) of Frederick County Maryland State Department of Education**

100 East All Saints St., Room 201  
Frederick, MD 21701  
Phone: 301-600-3075  
TTY: 301-600-3078  
Website: [www.dors.state.md.us](http://www.dors.state.md.us)

### ***Mission Statement:***

To promote the employment and independent living of people with disabilities.

***Population Served:***

Individuals with a significant physical, mental, or cognitive disability which affects their ability to work and who require services to achieve employment. Individuals who receive Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) will be presumed eligible and presumed to have a significant disability.

***Services Provided:***

Individual plan: Developed with each individual which offers guidance and counseling, physical restoration, training, job development, job coaching, and employment support.

Vocational rehabilitation programs and services: May include assessments that find out more about interests, skills and abilities; programs & classes that teach job skills; academic classes for reading, writing and mathematics; job placement assistance; specialized services for individuals with certain disabilities such as vision or hearing loss or learning disabilities.

Independent Living programs: For individuals who want to remain independent in their homes and communities, but who may not have a goal of employment. Services may include architectural modifications to a home; orientation and mobility services for people who are blind or visually impaired; driving instruction in a specially adapted vehicle.

***Application Process:***

Call to set up an appointment for an orientation session held weekly.

## **Family Service Foundation**

205-A Broadway Street  
Frederick, MD 21701  
Phone: 301-694-7828  
Video Phone/TTY: 301-694-8602  
Website: [www.fsfinc.org](http://www.fsfinc.org)

***Mission Statement:***

Dedicated to meeting the mental health and social service needs of the community by providing comfort, education, guidance or support to individuals and families in need.

***Population Served:***

The abused, deaf, hard of hearing, deaf-blind, senior citizens and people with developmental disabilities.

**Services Provided:** Mental health services for the deaf, hard of hearing and hearing clients. Deaf Aids Project (HIV/AIDS) services for the deaf and hard of hearing only. Full range of psychiatric services, including medication monitoring. Day Rehabilitation and residential placements for chronically mentally ill.

***Application Process:***

Call for information.

## **Frederick County Department of Aging**

1440 Taney Avenue

Frederick, MD 21702

Phone: 301-600-1605

Website: [www.co.frederick.md.us/doa](http://www.co.frederick.md.us/doa)

***Mission Statement:***

To develop and administer programs and activities that support Frederick County older adults in their efforts to remain healthy, active, and independent members of the community, and to provide, coordinate and advocate for services which promote the dignity and enrichment of life for all older adults, their families and caregivers.

***Population Served:***

Any Frederick County senior, their families and caregivers.

***Services Provided:***

Information and Assistance: Provides a single point of entry into the service system for older citizens, their families, and caregivers. Through the program, older adults receive information to make informed choices about services, referrals to appropriate agencies, assistance in obtaining services and benefits such as Qualified Medicare Beneficiary program (QMB), Specified Low-Income Medicare Beneficiary program (SLMB), Medicare D, Fuel Assistance, and follow up. The program promotes awareness of services for seniors through outreach and public education

Other programs: Senior Health Insurance Counseling/Project CAMM, legal services, Ombudsman, Meals on Wheels/home delivered meals, 5 Senior Centers throughout the County, Caregiver Support Program, Guardianship, Medicaid Waiver for Older Adults, volunteer income tax assistance, Senior Care Program, and Accessible Homes for Seniors.

***Application Process:***

Not applicable

## **Frederick County Developmental Center**

350 Montevue Lane

Frederick, MD 21702

Phone: 301-600-1611

Website: [www.co.frederick.md.us](http://www.co.frederick.md.us) click on: Departments, then Health Department, then Developmental Center

### ***Mission Statement:***

To provide specialized health and education-related services that positively impact children, their families and eligible adults in their daily lives.

### ***Population Served:***

Ages: children from birth to age 21, depending on the service provided. Some support is provided to adults who meet specific criteria.

Categories: hearing loss, uninsured or underinsured for dental treatment, developmental delays, disabilities, or special health needs.

### ***Services Provided:***

Audiology: Provides quality pediatric audiology services for children served by the Infants and Toddlers Program, Head Start Program, Frederick County Public Schools Special Education Program, and for uninsured and underinsured children.

Dental: Provides pediatric dental care for uninsured and underinsured children under 18 years of age.

Frederick County Infants and Toddlers Program: Provides services and support for families of children, birth through 36 months of age, who have or may have developmental delays, disabilities or special health needs.

Respite: Provides funding of respite services for children with special healthcare needs and their families.

School Based Services: Provides occupational therapy and physical therapy services to children enrolled in Frederick County Public Schools and nursing services for children enrolled at Rock Creek School.

### ***Application Process:***

Varies depending on the program.

## **Frederick County Transit Services**

1040 Rocky Springs Road

Frederick, MD 21702

Phone: 301-600-2065

Website: [www.co.frederick.md.us/transit](http://www.co.frederick.md.us/transit)

***Mission Statement:*** TransIT is a team of transportation professionals committed to providing high-quality public transportation, paratransit and commuter services in a safe, dependable, and courteous manner. TransIT promotes mass transportation alternatives in the region and assists Frederick County citizens to select the most cost-effective and convenient transportation alternative.

***Population Served:*** All inclusive.

***Services Provided:***

“TransIT-Plus” is a countywide, shared-ride, demand-response, curb-to-curb paratransit service for senior citizens and persons with disabilities. Medical trips are prioritized, trips are coordinated to serve as many people as possible and other trips are provided on a space-available basis. People with valid medical assistance cards who do not live near a bus route may use Transit-plus for medical trips only. TransIT-plus drivers do not provide assistance that involves bearing weight, including lifting and carrying passengers. Individuals who need extensive assistance in traveling must arrange for a Personal Care Attendant to accompany and assist them. TransIT-plus does not provide Personal Care Attendants.

ADA Paratransit services: Persons with a disability that prevents them from using accessible fixed-route transit, may be eligible for ADA Paratransit service. Service area and hours are comparable to fixed-route bus service operating in Frederick City. Trip purposes are unrestricted, and next-day reservations are accepted.

Reduced fares: Senior citizens and persons with disabilities may qualify for reduced fares. Applications are available at the TransIT office at 1040 Rocky Springs Road, Frederick, Maryland 21702, (301) 600-2065. Or on-line at: [www.co.frederick.md.us/transit](http://www.co.frederick.md.us/transit).

Connector Routes operate in Frederick City and urbanized areas of Frederick County serving medical, employment, education and shopping centers. Six Connector Routes can deviate within a 3/4 mile corridor of the route for passengers who are unable to board the bus at a regular time point because of a disability. Connector Routes operate Monday-Friday, 5:30 a.m. to 9:30 p.m. (until 9:45 on Friday) and Saturday 7:30 a.m. to 9:45 p.m.

***Application Process:*** Passengers must be registered with TransIT-plus before transportation service can be scheduled. To register for TransIT-plus, a registration application must be submitted for approval to the Operations Manager. Applications are available at the TransIT office at 1040 Rocky Springs Road, Frederick, Maryland 21702, (301) 600-2065. Or on-line at: [www.co.frederick.md.us/transit](http://www.co.frederick.md.us/transit). Senior citizens (aged 60 or more), persons with disabilities, and persons with valid Medical Assistance cards (for medical transportation only where public transportation is not available) are eligible to use TransIT-plus. Other individuals

may use the TransIT-plus on a space-available basis. Trips must be scheduled at least two (2) business days in advance of the time requested. Reservations are accepted as much as ten (10) calendar days in advance.

## **The Freedom Center**

Rose Hill Plaza, Unit A-20  
1560 Opossumtown Pike  
Frederick, MD 21702  
Phone: 301-846-7811  
Website: [www.thefreedomcenter-md.org](http://www.thefreedomcenter-md.org)

### ***Mission Statement:***

To provide services and support to empower individuals with disabilities to lead self-directed, independent, and productive lives in a barrier-free community.

### ***Population Served:***

All individuals with disabilities.

### ***Services Provided:***

Information and referral: Assists consumers in meeting their needs by providing up-to-date information and referrals to various resources and agencies within the region and state.

Peer counseling: Peer counselors are individuals who assist consumers to achieve the independence they desire by sharing experiences, providing educational resources and providing support & friendship.

Independent living skills training: Provides individuals with disabilities an opportunity to make appropriate choices and learn the skills, which will assist them in achieving the highest level of independence possible.

Advocacy: The Freedom Center provides advocacy in the areas of housing, transportation, civil and human rights, education, employment, and other life situations. Self-advocacy is action taken on one's own behalf to protect or improve the individual's life circumstances. Individual advocacy is assistance given to a person that is intended to improve both the person's life circumstances and the person's self-advocacy skills. Systems Advocacy is activity, which has the effect of altering laws, regulations, or practices that impact large numbers of people.

Nursing home transition: The Freedom Center provides advocacy, supports, and services to facilitate the least restrictive environment and give opportunity to individuals to choose to live in the most integrated setting. Individuals, who are living in nursing, assisted living, or state facilities, will be linked to every service available to maximize independence in their own homes for full integration into the community.

***Application Process:***

Call, fill out the online form, or visit The Freedom Center.

**Goodwill Industries of Monocacy Valley, Inc.**

400 E. Church St.

Frederick, MD 21701

Phone: 301-662-0622

Website: [www.gimv.org](http://www.gimv.org)

***Mission Statement:***

To assist persons with disabilities and/or disadvantaging conditions to attain the fullest vocational development of which they are capable by expanding their opportunities and occupational capabilities through provision of services. Simply put: Goodwill Industries of Monocacy Valley, Inc. creates Hope, Jobs, and Futures in our community.

***Population Served:***

People with disabilities and/or other barriers to employment.

***Services Provided:***

Services for Individuals with Developmental Disabilities: Supported Employment Programs, Vocational Services Programs, and Family and Individual Support Services

Job Search and Retention Services: Work Adjustment Training, Job Development, Placement, and Retention [JDPR] Program, and Job Coaching

C.A.R.E.S. Program: Provides resources available through Goodwill Industries of Monocacy Valley to individuals that Goodwill partner agencies identify as needing items on an emergency basis. The partner agencies then give the person C.A.R.E.S. certificates that they may use to purchase clothing, furniture, and other donated goods.

Computer Software Training: Provides training on using Microsoft Office products, the Internet, and more. Computer classes are currently offered in three formats: instructor-driven, self-paced, and online. Fees are based on income and household size.

***Application Process:***

Please call 301-662-0622 and schedule an intake appointment.

**Jeanne Bussard Center**



555 South Market Street  
Frederick, MD 21701  
Phone and TTY: 301-663-9588  
Website: [www.jeannebussard.org](http://www.jeannebussard.org)

***Mission Statement:***

To promote and provide employment opportunities for people experiencing disabilities through education, training, rehabilitation, and work.

***Population Served:***

Primarily adults with developmental disabilities.

***Services Provided:***

Work Adjustment Training (WAT): Prepares persons with disabilities for the world of work. WAT is a twelve-week program consisting of individual conferences and or situational assessments which may include job tours, assistance with completing applications, resume writing, mock interviewing, job shadowing, trial work periods in the JBC facility on existing assembly, laundry, or other contracts, access to employment resources including the Maryland Job Service or Job Training Agency's Workforce Development Center.

Supported Employment Program: A human resources solution for area businesses, creating partnerships between local businesses and Jeanne Bussard Center by locating and matching individuals with disabilities with current and future labor needs.

Deaf Services Program: Provides a wide range of training and services such as Sign Language classes for clients, staff, and family members to help them develop communication skills with hearing impaired individuals in the community. It also offers job coaching for those individuals placed into community employment and follow up as needed.

Community Employment: Promotes and provides integration for individuals with disabilities into the Frederick County workforce.

In-House Employment: Provides services to the community while providing employment opportunities to individuals with disabilities: laundry, industrial assembly, packaging, mailing and bulk mail, copying services, items for weddings, anniversaries, and special occasions, gift items (key chains, plates, etc.).

CAP Program: A day habilitation program offered for individuals who are transitioning from a traditional work environment. This program offers structured activities designed to increase or maintain motor skills, communication skills, personal hygiene skills, leisure skills and community integration.

***Application Process:***

For admissions information, contact Bruce Sprague at 301-663-9588 or [bsprague@jeannebussard.org](mailto:bsprague@jeannebussard.org).

## Maryland School for the Deaf

101 Clarke Pl.  
Frederick, MD 21705  
Phone: 301-360-2000  
TTY: 301-360-2001  
Fax: 301-360-1400  
Website: [www.msd.edu](http://www.msd.edu)

### ***Mission Statement:***

To provide excellence in education in a bilingual environment to prepare all students to be contributing citizens.

### ***Population Served:***

Maryland's deaf and hard of hearing children and youth (birth – 21 years) who meet MSD's criteria for admission. MSD also accepts, on a tuition basis, out of state deaf and hard of hearing students who meet the admission criteria.

### ***Services Provided:***

Family Education/Early Intervention (FE/EI) Program: Free-of-charge services are made available to the families of children up to age four who are deaf and hard of hearing. Services include: home visits, cochlear implant services, infant play group, toddler class, preschool class, parent group, American Sign Language classes, speech therapy services, regional parent meetings and special events collaboration with service providers.

Essential Curriculum Program: A public school curriculum is offered to elementary, middle and high school students (kindergarten to 12th grade).

Life Based Education (LBE) Program: For those with additional mild disabilities, MSD offers a program for deaf students with special needs to elementary and middle school students (pre-kindergarten to 8th grade) at Columbia Campus and high school students (9th to 12th Grade) at Frederick Campus. The primary disability for these children/youth is being deaf or hard of hearing.

International Orioles: The international studies course is predicated on the belief that travel and people-to-people exchanges are critical to the education of future generations in today's multi-culture society. After studying another country and its history, culture, and education, students will further learn about the role of people with disabilities in that culture and their approach to educating people with disabilities.

Partners for Success – a Family Support and Resource Center: A statewide support service for families with children who are deaf or hard of hearing in order to give families the support they need to help their children reach their full potential by

providing the following services: helping families resolve concerns and make informed decisions regarding their child's education; a lending library of over 500 books, video tapes and DVD's; community resources; a support network with families of deaf and hard of hearing children and workshops for parents and educators.

***Application Process:***

Contact Kate Baker to set up evaluation meeting and tour of the campus by calling 301-360-2030 (V, TTY).

**Mental Health Association of Frederick County, Inc.**

263 W. Patrick Street  
Frederick, MD 21701  
Phone: 301-663-0011  
Toll-free: 1-800-422-0009 or Call 2-1-1  
Website: [www.fcmha.org](http://www.fcmha.org)

***Mission Statement:***

To promote an emotionally healthy Frederick County by advocating for people with mental health needs, by educating the community, and by empowering individuals, children, and families.

***Population Served:***

People with any health and human service need; all ages served.

***Services Provided:***

2-1-1: A phone number to call for information and referral to health and human services such as: *Basic human needs* (food and clothing, shelters, rent and utility assistance), *Physical and mental health* (health insurance programs, Medicaid and Medicare, maternal health, medical information lines, crisis intervention services, support groups, counseling, drug and alcohol services), *Employment support* (job training, transportation, education programs), *Support for older Americans and people with disabilities* (adult day care, telephone wellness checks, meals, respite care, home health care and transportation services), *Support for children, youth and families* (childcare, after-school programs, Head Start, family resource centers, mentoring, tutoring and protective services), *Mobile crisis services* (when the Call Specialist deems it appropriate to send crisis response workers to the caller's home), *Suicide prevention and intervention services*. Call 301-662-2255 from a cell phone or, if unable to, call 211. 150 languages available. HOURS: 24/7 No fees.

Child Abuse Prevention Program: Increases awareness of--and empowers families to deal with--child abuse, neglect, and social issues. Programs include: Kids on the Block, Supervised Visitation/Monitored Transfer, Youth Education Outreach, ParentPower, Court Appointed Special Advocates (CASA), Training on recognizing and reporting child abuse.

Child Care Choices: A central resource that assists parents looking for regulated child care. Call 301-662-4549.

Counseling Services: Offers professional outpatient therapy for individuals, couples, children and adolescents, families, and groups without regard to the ability to pay. Call 301-663-6135.

Frederick County Hotline: Provides information and referrals, support, and crisis intervention 24 hours a day, 365 days a year. Includes the Telephone Reassurance Program for seniors. Call 301-662-2255.

Public Information & Advocacy: Provides community education through the Annual Guide to Mental Health & Community Support Services referral source and ongoing community training and outreach through many local events.

***Application Process:***

Not applicable.

## **Mental Health Management Agency**

22 South Market Street, Suite 8, Floor 2F

Frederick, MD 21701

Phone: 301-682-6017

Website: [www.mhma.net](http://www.mhma.net)

***Mission Statement:***

To provide for the mental wellness of the citizens of Frederick County eligible for public mental health services by promoting a well-coordinated, comprehensive, and fiscally accountable mental health system.

***Population Served:***

The current public mental health system eligible populations of children, adolescents, and adults with mental illness who have Medical Assistance or are uninsured.

***Services Provided:***

Outpatient Services: Psychiatric evaluations, diagnostic interviews, individual and group therapy, family counseling, medication management, psychological testing and occupational therapy.

Inpatient Service: Professional services provided in a hospital.

Psychiatric Rehabilitation Programs: Provides rehabilitation and support to individuals in order to develop and enhance community and independent living skills. These services are provided at an agency's day program or "off-site" at individuals' residences or other community site.

Residential Rehabilitation Programs: Provides housing and appropriate staff support for individuals with serious and persistent mental illness or "off-site" at individuals' residences or other community site.

Respite Services: Provided on a short-term basis in a community setting. The services are designed to assist the individual's home caregiver to maintain the individuals in the home by temporarily freeing the caregiver from the responsibility of supervision.

Vocational Services: Involve assessment, entitlements counseling, job placement and ongoing employment support (at the job site or off-site) for individuals who need these supports to obtain and maintain competitive employment.

Crisis Services: Provide short, intensive mental health and support services (including residential) in the community. Services are provided to avert hospitalization and prevent future psychological deterioration and avoid injury to self or to others.

Case Management: Includes assessment of the individual's needs, planning, coordination of services, monitoring the utilization of services and advocacy on behalf of the individual.

Mobile Treatment Services: Provides assertive outreach, treatment and support to individuals who are homeless and/or are unable to access more traditional forms of outpatient treatment.

***Application Process:***

The residential rehabilitation program requires an application which can be obtained by calling 301-682-6017. Submit the completed application by fax at 301-682-6019 or by mail.

**National Alliance on Mental Illness (NAMI) of Frederick County**

P.O. Box 1853

Frederick, MD 21702

Phone: 240-379-6186 or 301-663-9414

Website: [www.nami.org](http://www.nami.org)

***Mission Statement:***

To help persons with mental illness and their families and friends by providing emotional support, education, and information. To promote better quality of care, rights and interests of citizens with mental illness, particularly those who cannot speak for themselves. To advocate policies and research at the local, state and national levels in order to accomplish these objectives.

***Population Served:***

Individuals with mental illness and their family and friends.

***Services Provided:***

Information Helpline: Call 240-379-6181.

Support: Call helpline phone number for information on support groups for family members of persons with mental illness.

***Application Process:***

Contact NAMI for information on services.

## **On Our Own of Frederick, Inc.**

217 N. Market St., P.O. Box 3744

Frederick, MD 21705

Phone: 301-620-0555

Website: [www.onourownmd.org](http://www.onourownmd.org)

***Mission Statement:***

To create, facilitate and maintain a place of safety, support and education for individuals whose mental illness has significantly impacted their lives.

***Population Served:***

All adults with chronic and persistent mental illness.

***Services Provided:***

Peer-provided support for recovery through classes, recreation, social activities, workshops, self-help groups, and community resource referrals.

***Application Process:***

Membership is free to adult residents of Frederick County who experience mental health issues. Members are those who fill out a simple information form and attend at least 5 times in a two-month period. Membership is not required for participation.

## Partners In Care

c/o Department of Aging  
1440 Taney Ave.  
Frederick, MD 21702  
Phone: 301-600-6008

### ***Mission Statement:***

To help older and disabled adults remain independent in their own homes and create community through the service-exchange concept.

### ***Population Served:***

Adults ages 55 and older and adults with disabilities.

### ***Services Provided:***

Volunteer members provide transportation in their own vehicles to doctors' appointments, errands and shopping. Local travel is generally provided without charge; for trips exceeding 50 miles roundtrip, a sliding-scale charge, based on income, is applied. Occasional in-home assistance, friendly visiting, yard work and handyman services for minor household repairs are also provided as available from the volunteer pool. No medical or personal-care tasks are provided. Requests for services need to be made at least three business days prior to the date services are needed.

### ***Application Process:***

Both recipients and providers of assistance become members of Partners In Care before services are exchanged. Those seeking assistance call the office to initiate an intake interview, which takes place at the person's residence. Those intending to provide assistance complete an application form available from the office and attend an orientation session.

## Service Coordination

5303 Spectrum Drive, Suite I  
Frederick MD 21703.  
Phone: 301-663-8044  
Fax : 301-663-9609. W  
Website: [www.servicecoordinationinc.org](http://www.servicecoordinationinc.org)  
Twitter: <http://twitter.com/SCInc>

### ***Mission Statement:***

Service Coordination exists to assist individuals with developmental disabilities and other groups needing assistance in determining and meeting their needs in ways they prefer. We assist individuals in becoming active members of their communities with equal rights and responsibilities. We help people develop and obtain high quality supports and services that are the least intrusive to meet their desires and needs and support their personal goals. We believe that each person's values, dignity, happiness, and rights must be respected.

***Population Served:***

Service Coordination is contracted through the State of Maryland's Developmental Disabilities Administration (DDA). We serve children and adults who are receiving services funded by DDA, and people who are applying for DDA services.

***Services Provided:***

- Talk to people about their goals in life, and design plans based on these.
- Help locate supports and services to meet people's preferences and needs.
- Review supports and services periodically to be sure they continue to meet people's needs.
- Assist people in advocating for themselves and locating their own supports.
- Identify service gaps and try to make improvements in the service system.
- Promote community education.

***Application Process:***

Contact a Service Coordinator by calling 301.663.8044 or visiting [www.servicecoordinationinc.org](http://www.servicecoordinationinc.org) for help in applying to DDA for services.

**Scott Key Center**

1050 Rocky Springs Rd.

Frederick, MD 21702

Phone: 301-600-1600

Website: [www.co.frederick.md.us](http://www.co.frederick.md.us) Click on: Departments, then Health Department, then Developmental Disabilities Services, then Scott Key Center

***Mission Statement:***

To provide creative and meaningful employment for employees with developmental disabilities within the Frederick Community.

***Population Served:***



Adults who are 21 years of age or older and who have developmental disabilities.

***Services Provided:***

Employment opportunities: Provided to meet the person's individual needs, whether it is employment that is competitive, supported employment, or vocational training. Businesses employing people from the Scott Key Center include McDonalds, Wal-Mart, Sleep Inn, Lintini's Pizzeria, Glade Valley Nursing and Rehabilitation, Roy Rogers in Frederick and Brunswick, Frederick County Public Libraries in Brunswick, Middletown, and Walkersville, Buckingham's Choice, JC Penney, SAIC, Griff's Landing, Gemini Hair Salon and Weis Markets. Janitorial services are provided to 22 county government facilities and 8 private entities.

Production of goods and services that can be purchased: Marvel welcome mats, prints and cards from art-work, bulk mailing, toner cartridge remanufacturing, document shredding, and horticultural services.

***Application Process:***

Complete an application which can be obtained at the Scott Key Center or online.

## **Teach Autistic Children Today (TACT)**

PO Box 487

Braddock Heights, MD 21714-0487

Phone: 301-371-7877

Website: [www.TeachAutisticChildrenToday.org](http://www.TeachAutisticChildrenToday.org)

***Mission Statement:***

To provide financial assistance and other support for children with autism and their families so they may obtain the necessary therapeutic and educational services required to overcome the developmental disability of autism.

***Population Served:***

Children combating autism and their families. Frederick County will receive services first, with roll out eventually to the entire State of Maryland.

***Services Provided:***

Using therapeutic and financial need as a basis for acceptance in the program, services may include, among other things: financial assistance for therapeutic services to children with autism; getting families the training they need to

communicate and work with their autistic child(ren); and subsidizing internships for college students interested in working in the home as assistant therapists to autistic children.

***Application Process:***

The organization will not begin to roll out services until some time in 2008, so the application process is still in development. However, applicants will be required to provide previous therapeutic and diagnostic histories and documentation, as well as financial information to determine degree of eligibility.

**United Cerebral Palsy of Central Maryland, Frederick Center**

5736 Industry Lane  
Frederick, MD 21704  
Phone: 301-663-8700  
Toll free & TDD: 800-451-2452  
Website: [www.ucp-cm.org](http://www.ucp-cm.org)

***Mission Statement:***

To advance the independence, productivity and full citizenship of people with cerebral palsy and other disabilities.

***Population Served:***

Individuals with a wide variety of disabilities and chronic health issues. Almost 65 percent of the people receiving UCP's services nationally have disabilities other than cerebral palsy such as Lou Gehrig's disease, Alzheimer's, Down syndrome, spina bifida, traumatic brain injury, and others.

***Services Provided:***

Adult Day Services - Day Habilitation: Provides meaningful day activities and assistance to individuals in order to acquire and strengthen pre-vocational skills. The program provides an Individual Plan, classes, individual, group and family counseling, nutritional evaluations, assistive technology and augmentative communication evaluations, physical, occupational and speech therapy. Para-Transit (wheelchair lift equipped) transportation is provided to and from the center.

Medical Adult Day Care: Offers adults with significant or chronic health issues a place to go during the day where they can be involved in meaningful individual and group activities. The program provides on-site medical monitoring by registered nurses, recreational activities and access to ancillary services. Para-Transit (wheelchair lift equipped) transportation is provided.

Family/Respite Care: Provides funding for short-term care of individuals with developmental disabilities, in or out of the home, allowing the family a time of rest

and renewal. Provides financial assistance to families who meet eligibility requirements as established by Maryland's Department of Human Resources (DHR). Eligible individuals may request up to 164 hours of respite care per fiscal year. Respite care may be provided for a planned time period, emergency, or as needed. Funding is based on a sliding fee scale.

Residential services: Provides barrier-free housing, personal care assistance, and life skills training for adults with disabilities in agency-owned or leased single-family homes and apartments. Residential services and supports are provided 24 hours a day, 7 days a week, 365 days a year.

In-home support: Assists individuals who need or want such services as personal care, housekeeping, and case management in order to remain in their own homes.

Supported Employment Program: Available to individuals with disabilities to provide assistance with job selection, interviewing, training, and maintaining both paid and volunteer positions within the community.

***Application Process:***

Call for information.

**The Way Station, Inc.**

230 W. Patrick St.

P.O. Box 3826

Frederick, MD 21705

Phone: 301-662-0099

Website: [www.waystationinc.org](http://www.waystationinc.org)

***Mission Statement:***

To promote the health, community integration, and achievement of purposeful goals of children, adolescents, adults, and families by providing behavioral health and employment services.

***Population Served:***

At-risk children and youth, veterans, the homeless, individuals with mental illness and individuals with developmental disabilities.

***Services Provided:***

Child and Adolescent Programs: *Community Services Initiative:* To return or divert a child from a residential level of care. *Multi-Systemic Therapy:* Comprehensive treatment program designed to serve multi-problem youth in their community.

*Interagency Family Preservation:* Short-term in-home intervention to help families manage their current situation in a way that keeps them together. *In-Home*

*Therapy for Families:* In-home therapy to children and families in the privacy of

their own home. *In-Home Services:* In-home intervention and support to help

families manage their current situation in a way that keeps them together. *21st Century Frederick Community Learning Centers*: Identifies behavioral similarities between the home and school for children who are referred by guidance counselors at Hillcrest, Waverly, and South Frederick Elementary Schools. *Camp Journey Respite*: An 8-bed home-like environment where youth with emotional and behavioral disabilities ages 11-17 stay overnight for varying lengths of time. Gives families a break from caring for the complex needs of their youth.

Adult Services Programs: *Community Employment*: Provides individualized, customized job development, placement and support to promote successful community-based employment. This service is evidence-based and is a national model. The program also offers career assessment and self-employment services to support job placements. *Day Psychiatric Rehabilitation*: Provides psycho-education and skill training in health and wellness, symptom management, medication monitoring, independent living, coping strategies, interpersonal and social skills, employment preparation, and recreational and leisure activities.

*Developmental Disabilities Program*: Pathways Day program provides opportunities to learn about and develop skills in the areas of health & wellness, behavior management, daily living, coping strategies, interpersonal and social skills, employment preparation and recreational and leisure activities. Services offered 6 hours/day, Monday through Friday. Transportation offered to and from program as well as breakfast, lunch and snacks.

Mobile Crisis Program: Provides mobile mental health crisis intervention to residents in crisis, including children, adults, and families. Services offered 3:00 pm to 11:00 pm and 24-hour crisis intervention by phone. Can be accessed by calling 211.

Residential Crisis Program: Offers a voluntary alternative to hospitalization for persons with serious mental illness who are in crisis, having difficulty managing the symptoms of their illness, and experiencing a serious disruption in function.

Residential Rehabilitation: Housing units and rehabilitation services dedicated to residents with serious mental illness which includes: housing for transition age youth (residential program for young adults, ages 18-24, with a mental illness) which is designed to teach independent living skills in a supportive environment; housing for individuals, including senior adults, which is designed to monitor serious medical conditions; housing for individuals with co-occurring substance abuse and addition disorders; specialty housing focused on helping individuals with co-occurring developmental disabilities.

Supported Housing: Services and supports to individuals with serious mental illness in community settings, including the individual's home, with the goal of helping them maintain and enhance their level of independence and integration in the community.

Veteran Programs: *Welcome Home Program*: Provides a transitional living program to homeless veterans. *Homeless Veterans Reintegration Program*, *Operation New Start*: Assists homeless veterans in obtaining and retaining employment.

***Application Process:***

Call Enrollment at 301-662-0099, ext. 1721.

**YMCA of Frederick County**

1000 N. Market Street

Frederick, MD 21701

Phone: 301-663-5131, ext. 1248

Fax: 301-663-5763

Website: [www.frederickymca.org](http://www.frederickymca.org)

***Mission Statement :***

To put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

***Population served:***

Kids Unlimited Program (included program) - Ages 5-21 years old. All types of disabilities.

***Services provided:***

Summer camp (program starts 6/17/09), future programming to include afterschool care, aquatics, fitness, etc. (fall 2009).

***Application Process:***

Initial contact with Director, then registration in person at main YMCA campus, with appropriate paperwork for program (Kids Unlimited).

***Frederick County Education Resources***

**Frederick County Public Schools  
Department of Special Education**

7630 Hayward Rd.  
Frederick, MD 21702  
Phone: 301-644-5281  
Website: [www.fcps.org/dept/specialed](http://www.fcps.org/dept/specialed)

Specially designed instruction, at no cost to the parents, to meet the unique needs of a child with a disability, including instruction conducted in the classroom, in the home, in hospitals or institutions, and in other settings. Includes related services needed to complete the child's individualized program and can include speech/language pathology services, occupational therapy, physical therapy, career and technology education, and instruction in physical education.

### **Frederick Community College Services for Students with Disabilities (SSD)**

ADMINISTRATION or "A" Building in room 106  
7932 Opossumtown Pike, Frederick, MD 21702  
Phone: 301-846-2408  
TTY: 301-846-2625  
Website: [www.frederick.edu/student\\_services/disability.aspx](http://www.frederick.edu/student_services/disability.aspx)

The objective of the Services for Students with Disabilities (SSD) is to provide information and assistance for students with disabilities on campus. SSD staff discuss and evaluate with the students the kinds of adjustments that can be made to the learning environment that will reduce the impact of their disability. During the student's initial SSD interview, three topics are covered: (1) The nature of the student's reported disability and its impact on learning (2) The process of receiving accommodations at FCC (3) The types of accommodations available to a student based upon the documentation that is submitted. After a student has had an initial interview with the SSD staff and has submitted documentation describing that student's disability, an accommodation plan may be developed. This Student Success Plan outlines general accommodations for the classes in which the student is enrolled. It must be renewed each semester to reflect changes in disability or types of courses.

Disability Resources include: Academic Advising, Individualized Accommodation Plans, Early Alert Program, Assistive Technology, and the Tutorial Services/Writing Center, which is available to all enrolled students.

### ***Maryland Agencies***

## **Developmental Disabilities Administration**

1360 Marshall Street  
Hagerstown, MD 21740  
Phone: 1-888-791-4670  
TDD: 301-791-4015  
Website: [www.dhmd.state.md.us/dda](http://www.dhmd.state.md.us/dda)

Provides a coordinated service delivery system so that individuals with developmental disabilities receive appropriate services oriented toward the goal of integration into the community.

### ***Services:***

Respite Care Services; Family Support Services; Residential Services; Individual Support Services; Individual Family Care; Children Services; Transitioning Youth; Day Services; Resource Coordination; Behavioral Support Services; Community Supported Living Arrangements (CSLA); Summer Programs/Camps & Vacations; Supported Employment; Transportation; Vocational Day Program/ Sheltered Workshop

## **The Maryland Department of Disabilities**

217 E. Redwood St., Suite 1300  
Baltimore, MD 21202  
Phone/TTY: 800-637-4113  
Website: [www.mdod.state.md.us](http://www.mdod.state.md.us)

### ***Services:***

Constituent Services Program: Provides information and referral in the following areas: General Information and Referral; Mental Health; Developmental Disabilities, Education, Transportation, Deaf and Hard of Hearing; Legal Issues, Emergency Preparedness, Employment, Workers' Compensation, Veterans, Personal Attendant Care, Housing, Medicare/Medicaid, Social Security, Disability Benefits

Attendant Care Program: Provides financial reimbursement to consumers with chronic or severe physical disabilities who require attendant services.

Access Maryland Program: Brings state-owned facilities into compliance with State and Federal mandates requiring access for persons with disabilities.

Technology Assistance Program (MD TAP Program): Provides tools to help people who are disabled or elderly enjoy the same rights and opportunities as other

citizens. These tools are called "assistive technology" or "AT". Assistive Technology (AT) is any item needed to live, work or learn more independently. AT ranges from simple, homemade fixes (such as tape on utensil handles to support better gripping), to complex, high-tech products (like computerized communication systems). AT includes low-tech aids for daily living, vehicles with wheelchair lifts, special keyboards and software to operate computers, blindness and low vision aids, assistive listening devices, adapted telephones, ramps and other home modifications, wheelchair and scooters, and many other products.

## **Maryland Department of Health and Mental Hygiene**

Department of Health and Mental Hygiene  
201 West Preston Street  
Baltimore, Maryland 21201  
1-877-463-3464  
Website: <http://www.dhmd.state.md.us>

### ***Services:***

Medicaid Programs for long-term care: The Medicaid Program is responsible for the implementation and ongoing administration of home and community-based services waivers and targeted case management programs for special population groups. The Program studies, plans, and implement services relating to the needs of specific populations such as the elderly, the mentally ill, and the physically and mentally disabled. These waiver programs include: New Directions waiver (DDA), Community Pathways waiver (DDA), Living at Home waiver, Model waiver for Disabled children, Older Adults waiver (MDoA), and the waiver for Individuals with Autism Spectrum Disorder. The Medical Assistance Personal Care program is a program which provides personal assistance services for those who are eligible for Medicaid. The Attendant Care program is administered by MDOD and provides personal assistance services for individuals who meet the criteria of needing services to prevent nursing home placement. Also, DHR administers the In Home Health Aid Services through the local Departments of Social Services and it provides in-home care.

For individuals who are not eligible for health insurance and have limited income, they may be eligible for the Primary Adult Care program or the Maryland Children's Health Insurance Program.

## **Maryland Department of Human Resources**

311 West Saratoga Street



Baltimore, Maryland 21201  
Phone: 1-800-332-6347  
TTY: 1-800-925-4434  
Website: [www.dhr.state.md.us](http://www.dhr.state.md.us)

**Services:**

Office of Adult Services: Provides services that assist functionally disabled individuals with daily activities that are needed to allow them to remain living in their homes. These services can include household chores, personal care, and transportation/escort services. Training in self-care and caretaking skills are also available for participants. Adult Care services offer guidance and support to parents and caretakers of the disabled, aged and vulnerable adults. Services provided: Respite Care; Attendant Care; Representative Payee Program; Assisted Living; In-Home Health Aide Services.

Disability Entitlement Advocacy Program: The Department of Human Resources offers the services of the Disability Entitlement Advocacy Program (DEAP) to disabled citizens of Maryland to help them with the application process for Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI) benefits.

Temporary Disability Assistance Program: The Temporary Disability Assistance Program (TDAP) provides limited cash assistance for disabled adults. Benefits may also include eligibility for the Maryland Pharmacy Assistance Program and Basic Outpatient Medical Services under the Maryland Primary Care Program.

## **Maryland Developmental Disabilities Council**

217 E. Redwood Street, Suite 1300  
Baltimore, MD 21202  
Phone: 800-305-6441  
Maryland Relay 711  
Website: [www.md-council.org](http://www.md-council.org)

An independent, self-governing organization that represents the interests of people with developmental disabilities and their families.

**Services:**

Family NETWorks Website: An online resource for disability-related information and supports, [www.family-networks.org](http://www.family-networks.org)

Planning Now: Information on the services offered through the Maryland State Department of Education, the Developmental Disabilities Administration, and the Division of Rehabilitation Services, all with the aim of assisting individuals with disabilities and their families with the planning process, including Estate Planning.

## **Maryland Disability Law Center**

The Walbert Building  
1800 N. Charles Street, 4<sup>th</sup> floor  
Baltimore, MD 21201  
Phone: 1-800-233-7201  
TDD: 410-727-6387  
Website: [www.mdlclaw.org](http://www.mdlclaw.org)

### ***Services:***

Information and referrals to callers about many different legal topics. Investigations of complaints that persons with disabilities are abused, neglected, or mistreated. Case Advocacy for persons with disabilities to obtain certain services. Legal representation.

## **Maryland Office for Blindness and Vision Services**

Division of Rehabilitation Services  
2301 Argonne Drive  
Baltimore, MD 21218  
Phone: 410-554-9277 / 866-614-4780  
TTY/TDD: 410-554-9195  
Website: [www.dors.state.md.us/DORS/ProgramServices](http://www.dors.state.md.us/DORS/ProgramServices)

### ***Services:***

Includes rehabilitation counselors, rehabilitation technologists, case managers and rehabilitation teachers with specialized training in issues of importance to people who are blind, visually impaired or deafblind. Assists people in designing and carrying out plans for employment or independent living. Administers the Maryland Business Enterprise Program for the Blind, which prepares individuals to operate successful vending and food service operations in public facilities.

## **Governor's Office of the Deaf and Hard of Hearing**

217 E. Redwood Street, Suite 1300  
Baltimore, MD 21202  
Phone: 410-767-6290  
TTY: 410-767-7756  
Maryland Relay: 1-800-735-2258  
Website: [www.odhh.md.gov](http://www.odhh.md.gov)

***Services:***

Awareness Training and Technical Assistance: educates Maryland government about the diverse communication needs of Deaf and hard of hearing individuals by providing information about their specific needs.

Constituent Services: advocates for individuals who are Deaf or hard of hearing.

Community Outreach and Education: includes presentations, provision of training workshops, and booth displays across the State of Maryland.

## ***National Agencies***

### **U.S. Department of Health and Human Services Office on Disability**

U.S. Department of Health & Human Services  
200 Independence Avenue, S.W., Room 637D  
Washington, D.C. 20201  
Phone: 202-401-5844  
TTY: 202-205-8280  
Website: [www.hhs.gov/od](http://www.hhs.gov/od)

***Services:***

Oversees the implementation and coordination of disability programs, policies and special initiatives. The Office on Disability focuses its efforts on seven areas: community integration, education, employment, health, housing, technology, and transportation.

### **U.S. Social Security Administration**

Social Security Administration  
Office of Public Inquiries  
Windsor Park Building  
6401 Security Blvd  
Baltimore, MD 21235  
Phone: 1-800-772-1213  
TTY: 1-800-325-0778  
Website: [www.ssa.gov](http://www.ssa.gov) or [www.ssa.gov/work](http://www.ssa.gov/work)

**SSDI:** Social Security Disability Insurance (SSDI) provides benefits to disabled or blind individuals who are "insured" by workers' contributions to the Social Security trust fund.

**SSI:** The Supplemental Security Income (SSI) program makes cash assistance payments to aged, blind, and disabled individuals (including children under age 18) who have limited income and resources. SSI benefits also are payable to people 65 and older without disabilities who meet the financial limits.

***Ticket to Work and Work Incentives Program:*** If you are interested in working, the Ticket to Work Program is the key to unlocking vocational rehabilitation, training, job referrals, and other ongoing support and services to help you reach your employment goals. The program is available for people who are between the ages of 18 and 65 and receive Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI) benefits because they are disabled or blind.

You can take your Ticket to any Employment Network (EN) or State Vocational Rehabilitation (VR) agency to request assistance in job training, preparing materials to use to finding a job, locating employers, information about work incentives and other assistance in you may need in order to go to work.

## ***Miscellaneous***

### **Disability and Business Technical Assistance Center (DBTAC) Mid-Atlantic Americans with Disabilities Act (ADA) Center**

451 Hungerford Drive, Suite 700  
Rockville, MD 20850  
Toll Free: 800-949-4232 V/TTY (DC, DE, MD, PA, VA, WV)  
Local: 301-217-0124 V/TTY  
Fax: 301-217-0754  
Website: [www.adainfo.org](http://www.adainfo.org)

Provides a toll-free line staffed by specialists who can answer specific questions on the ADA. Callers also may order materials from the Center's extensive library of ADA and disability-related publications. Provides free or low-cost training programs to help employers, service providers and businesses understand and comply with the law.

## **Disability Information**

Website: [www.disabilityinfo.gov](http://www.disabilityinfo.gov)

DisabilityInfo.gov is a comprehensive online resource designed to provide people with disabilities with quick and easy access to the information they need. With just a

few clicks, the site provides access to disability-related information and programs available across the government on numerous subjects, including benefits, civil rights, community life, education, employment, housing, health, technology and transportation.

## **How to File a Complaint**

### **Americans with Disabilities Act - Department of Justice-Civil Rights Division**

U.S. Department of Justice  
950 Pennsylvania Avenue, NW  
Civil Rights Division  
Disability Rights Section-NYAV  
Washington, DC 20530

ADA Information Line: Phone: 800-514-0301 TTY: 800-514-0383  
Website: [www.usdoj.gov](http://www.usdoj.gov) or [www.ada.gov](http://www.ada.gov)

The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. Federal programs and buildings are covered by the Rehabilitation Act of 1973 and it also applies to the United States Congress.

## **Job Accommodation Network (JAN)**

PO Box 6080  
Morgantown  
West Virginia 26506-6080  
Phone: 800-526-7234  
TTY: 877-781-9403  
Website: [www.jan.wvu.edu](http://www.jan.wvu.edu)

Funded by the Office of Disability Employment Policy of the U.S. Department of Labor, JAN is a free consulting service that provides information about job accommodations and the employability of people with disabilities. Jan also provides information regarding the Americans with Disabilities Act (ADA).

## **Learning Independence Through Computers (LINC)**

1001 Eastern Avenue, 3rd Floor

Baltimore, Maryland 21202  
Phone: 410-659-5462  
TTY: 410-843-0219  
Website: [www.linc.org](http://www.linc.org)

A non-profit computer resource center located in Baltimore that provides opportunities for people with disabilities, their families, professionals, and members of the business community to explore adaptive technology, computer systems, software, and the Internet.

### **National Dissemination Center for Children with Disabilities**

P.O. Box 1492  
Washington, DC 20013  
Phone/TTY: 800-695-0285  
Website: [www.nichcy.org](http://www.nichcy.org)

Serves the nation as a central source of information on: Disabilities in infants, toddlers, children, and youth, IDEA, which is the law authorizing special education, No Child Left Behind (as it relates to children with disabilities), and research-based information on effective educational practices. (In both English and Spanish.)